



Issue 4, December, 2019

Medicines Optimisation in Care Homes (MOCH) Newsletter for Care



## MOCH first visits completed



Thank you to all the homes that have supported our visits



## All about you!

Congratulations to the homes that have recently improved their CQC rating.

For those of you who are still working on improving your ratings please see the statements made by Care Home Managers after CQC had given them Requires Improvement and the summary that each home made:

[https://www.cqc.org.uk/sites/default/files/20180607\\_drivingimprovementasc\\_report.pdf](https://www.cqc.org.uk/sites/default/files/20180607_drivingimprovementasc_report.pdf) June 2018

### MICHELLE'S TOP TIPS FOR DRIVING IMPROVEMENT

- Lead the team with a clear plan.
- Change the culture so staff are empowered to make changes based on their knowledge of the people they work with.
- Embed good practice within the staff team through training.
- Make sure the paperwork and processes are in place so you can monitor what's happening and use this to make improvements.

Collinson Court Care Home

### BEV'S TOP TIPS FOR DRIVING IMPROVEMENT

- Communicate well with staff.
- Get care plans that are person-centred and have all the necessary information.
- Staff need training to put customers at ease.
- Understand risks and how to reduce them.
- Having the right number of staff to cover calls is essential.

Agincare UK Surrey

## Monitored Dosage Systems (sometimes known as 'dosette boxes' 'blister packs' or medicine compliance aids)

Please remember that if you are requesting medicines in this format that community pharmacies are advised to do an Equality Act assessment to ensure the pack meets the resident's (not carer's) needs. This assessment is essential to meet NICE and CQC requirements for patient-centred care.



## NICE quick guide links

If you haven't seen these, then have a look! They concisely summarise the key points of regulation & legislation regards care home care. Topics include:

**Advance care planning** <https://www.nice.org.uk/about/nice-communities/social-care/quick-guides/advance-care-planning>

**Effective record keeping and ordering of medicines** <https://www.nice.org.uk/about/nice-communities/social-care/quick-guides/effective-record-keeping-ordering-medicines>

**Discussing and planning medicines support** <https://www.nice.org.uk/about/nice-communities/social-care/quick-guides/discussing-and-planning-medicines-support>

**Quick Guide to covert administration** <https://www.nice.org.uk/Media/Default/About/NICE-Communities/Social-care/quick-guides/giving-medicines-covertly-quick-guide.pdf>

Email us at [wccg.moch@nhs.net](mailto:wccg.moch@nhs.net)

To view WCCG Medicines Management MOP Up Newsletter, sent to all GP Practices and Community Pharmacies within Wiltshire, please see <https://prescribing.wiltshireccg.nhs.uk> Tel: 01380 733881